SUCCESS FRAMEWORK ROAD MAP

The purpose of the SUCCESS Framework is to help our public services deliver the greatest value per taxpayer dollar, to demonstrate excellence, and to strengthen our ability to capture the story of our work. Governor Herbert has set the target to improve state government operations and services by 25% (a combination of quality, cost, and throughput) throughout the next four years. This roadmap outlines the general milestones, activities, and some deliverables as it relates to reaching the Governor's goal and our strategy to strive for ongoing improvement.

1. **Orientation and Expectations**
   An ongoing effort to orient and update agency leaders as the work progresses. This includes connecting leaders to GOMB support, tools, and what to expect in terms of reporting.

2. **Agency profiles (due by September 1, 2013) ([Template](#))**
   Major systems will be identified and prioritized for implementation by dollar value or social impact. These systems must account for 80% of budget. Also, GOMB support teams will be identified and connected with contacts for the systems in your agency.

3. **Throughput Operation Strategy (TOS) Produced for All Major Systems (due by July 1, 2014)**
   Our consultants will help your teams create a throughput operating strategy (TOS) for each major system. The TOS will be the central tool you will use to strategically achieve great results.

4. **System Profile Produced With a QT/OE Baseline (due by July 1, 2014) ([Template](#))**
   The improvement ratio, quality throughput / operating expense defined and baselined.

5. **Operational Measures Configured and Implemented**
   Once the TOS is configured and QT/OE defined, our consultants will assist your system team in identifying and operationalizing additional measures that help you manage your operation.

6. **Bringing the TOS to life: Application of SUCCESS Framework Tools to Get Results**
   In the coming months, GOMB will continue to bring you additional tools that will help you get the desired results in your improvement ratio, QT/OE. The TOS will be central to this process. The core tools are organized into four functions: maximizing your control point, acceleration, mistake proofing, and policy synchronization. Other tools and best practices will be developed and deployed to help agencies further their efforts to continually improve.

7. **Ongoing support from GOMB**
   In addition to regular contact from consultants, GOMB will be hosting all tools and materials on their website and through other venues. These tools can be used and replicated in your agency.

8. **Report Results and Recognize Success**
   Several reporting tools will be made available soon, including the SUCCESS Management Information System (SMIS). These reports will help you to discern progress and will be used by the Governor to track our progress.

9. **Continued Use of Tools to All Systems**
   According to the prioritization, prepare and launch operational excellence tools to the remaining major systems identified in your agency profile. The process of ongoing improvement (POOGI) will continue beyond the four year target for a 25% improvement. Continued use of tools to all systems is the goal.

10. **Anchor Budgeting Processes to Performance**
    Budgeting processes will be anchored to performance in accordance with the SUCCESS Framework. Opportunities will be identified to align budget structure (i.e. line items) to support systems. Need for additional investments will be evaluated in the context of the impact on quality and throughput. Efforts will be made to evaluate changes to base budgets in the context of impact on quality and throughput.